

# STG Transforming Lives Today

September 2007

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transformation...long-  
term supports that are  
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## Welcome

The STG workgroup is pleased to provide you this first progress report on the systems transformation grant. It has been a busy summer. Since the TLT last met in May, the workgroup has continued to meet monthly forging ahead on planning for the implementation of the goals and objectives of the grant. We began by convening three Resource Teams that are charged with drafting state guidelines and principles for person-centered practices, researching best practices of individual budgeting, furthering the development of a "one stop system" and developing IT software systems that will eliminate inefficiencies and enhance service delivery. Three members of the state workgroup visited South Dakota's Division of Developmental Disabilities to examine that state's individual resource allocation system and Critical Incident Management Reporting System (CIMRS) and came back with some great ideas. We are also pleased to announce that we have finalized the on-line Medicaid application! The application will be on the DSS website in PDF format beginning in October and the electronic application is scheduled to be executed in the spring. We recognize that the successful implementation of this grant is dependent on all of us working together to educate individuals, families, providers, community groups, advocates and others, thus we are taking the preliminary steps toward formulating a communications plan.

When we began this process, we collectively agreed that our mission is "to bring about a true systems transformation that will afford individuals across all ages and populations personal choice and easy access to needed long term supports that are integrated, individualized and simple to use". We remain strongly committed to that vision.

## Goal 1: Improved Access to Long-Term Support Services: Development of a One-Stop System

The No Wrong Door Resource Team is chaired by the Deputy Commissioner of the Virginia Department for the Aging. It includes representatives from departments within the Health and Human Resources Secretariat, private groups such as the State Association for Centers for Independent Living, 2-1-1 Virginia, SeniorNavigator, Area Agencies on Aging, private providers and self advocates. The group initially met in July and convened again in August.

The Resource Team has identified the first three goals within the work plan:

- The integration of 2-1-1 Virginia and NWD into a complementary solution,
- The development of the No Wrong Door Portal, and
- The identification and removal of barriers pertaining to confidentiality and sharing of information in the NWD system.

The Resource Team divided into 3 sub-committees to address the three goals above and also invited “experts” in the field to join. The sub-committees discussed and developed a work plan for addressing their specific topic area. At the next full Resource Team meeting, all sub-committees shared their work plan and offered their recommendations to the overarching Resource Team. Work is currently underway to address each component of the work plan and several key initiatives are already in the development phase. The Resource Team will gather again on October 10.

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*Goal 1: Improved Access  
to Long-Term Support  
Services: Development of  
a One-Stop System*

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## Goal 2: Increased Choice and Control: Development/Enhancement of Self- Directed Service Delivery System

The Goal 2 Team has three objectives:

- enhance person-centered practices,
- develop individual budgeting, and
- ensure self-directed supports.

The team met three times (July, August, and September) to address tasks related to implementation of these objectives and once in August to address issues specific to individual budgeting with consultant, Jean Tuller.

To accomplish the initial tasks, members worked in subgroups and began drafting principles and practices for person-centered approaches, a user-friendly glossary and a process and template for facilitating person-centered practices. Group members also developed a plan to examine individual budgeting methodology and issues to consider before making recommendations to the state workgroup on the best approaches to be used in Virginia. Draft documents were shared with the STG workgroup for comments, suggestions, and coordination with other goals.

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*Goal 2: Increased  
Choice and Control:  
Development/  
Enhancement of Self-  
Directed Service  
Delivery System*

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## Goal 4: Transformation of Information Technology to Support Systems Change

The Goal 4 Team is comprised of representatives from state agencies, CSBs, private providers, and IT professionals who are actively working on identifying the system requirements needed for an improved MR Waiver system. The Team met in July and divided into three groups to begin the detail work of this goal.

Group 1 is the IT group working on moving from paper to electronic formats for pre-authorization, waitlist and enrollment for the MR and DD Waivers. This group is meeting monthly and is currently looking at the inefficiencies in the current system so that they can be eliminated in the new web-based system.

Group 2 is the group working on a statewide Critical Incident Management Reporting System and data warehouse. This group will meet for the first time in October and will use the knowledge gained from visiting South Dakota in the development of the CIMRS.

Group 3 is the group working on the IT piece for individualized budgeting. This group will not begin meeting until the Goal 2 Resource Team has identified the processes for consumer-directed services and individualized budgeting methodology.

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*Goal 4:  
Transformation of  
Information  
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Support Systems  
Change*

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## Field Trip to South Dakota

Three state workgroup team members traveled to South Dakota in early September to view and learn about the state's Individual Budgeting and Individual Resource Allocation methodologies for the Family Support and Comprehensive HCBS Waivers operated by the Division of Developmental Disabilities. South Dakota's systems are considered to be national models for enhancing consumer direction. This information will benefit Virginia's grant workgroup determining the approach for implementation of individual budgeting in four of the Commonwealth's HCBS Waivers.

In addition, staff had an opportunity to observe South Dakota's Critical Incident Management Reporting Systems for the state's developmental disabilities population. South Dakota shared valuable information regarding the development, implementation, and usage of the system. Virginia staff now has access to "test drive" the South Dakota system and determine applicability to the Commonwealth's STG project. The trip produced valuable results, as well as some fun stories and travel adventures!

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## Virginia Grant Consortium Meets

At the TLT's request, the Office of Community Integration convened a meeting September 19 for organizations working on various grant initiatives related to systems transformation. Twenty grants (awarded by CMS, VBPD and others) were featured. Attendees received an update on the STG, an overview of the Money Follows the Person Demonstration, and reports on the status of all other grants. Jack Brandt presented a draft report analyzing the impact of all grants on Virginia's community integration initiative. Everyone learned a great deal, and many important linkages among the various grants were identified.

Attendees agreed to meet twice a year (every April and October). Next steps include identifying additional grantees who can be invited to join the Consortium, finalizing and distributing Mr. Brandt's report, and gathering information from grantees regarding grant budgets.

Notes from the meeting are available by contacting Julie Stanley at [Julie.stanley@governor.virginia.gov](mailto:Julie.stanley@governor.virginia.gov) or 804-371-0828.

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*Many important linkages among the various grants were identified.*

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## In the months ahead...

The STG state Workgroup has formed a Communications Committee with the objective of communicating the goals and principles of this grant to our target audiences – individuals, families, providers, advocates and others. We are excited to be partnering with a Journalism class at Virginia Commonwealth University to enhance this effort. The class, comprised of public relations and advertising majors, will be helping to design a website, brochures, newspaper and periodical articles, press releases and other tools used to educate individuals, families, providers, advocates and others.

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*We envision a  
Virginia that is  
"one  
community" –  
one that  
welcomes elders  
and individuals  
with disabilities.*

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During the week of November 12<sup>th</sup>, Thomson Healthcare will be coming to Virginia to begin an evaluation of the grant implementation and the processes used to achieve implementation.

The next TLT meeting is scheduled for Friday, December 7, 2007. Time and location to be announced.

For questions or comments about this report, please contact Kristin Burhop, STG Manager, at [Kristin.burhop@governor.virginia.gov](mailto:Kristin.burhop@governor.virginia.gov) or 804-692-2540.